



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
1ST YEAR 1ST SEMESTER 2019/2020 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: ABA 102

COURSE TITLE: INTRODUCTION TO MANAGEMENT

EXAM VENUE: STREAM: (BBA)

DATE: EXAM SESSION:

TIME: 2 HOURS

Instructions:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

Question one (compulsory)

- a) i) 'Management has been defined by different scholars in different ways'. In view of the above statement give three definitions of management (3mks)
- ii) 'Management has salient features' based on the above statement describe four characteristics of management (4mks)
- b) Explain the concept of scientific theory of management as advocated by Fredrick Taylor (7mks)
- c) With illustrations describe the circular nature of motivation (4mks)
- d) Discuss the informational roles of the manager using relevant examples (6mks)
- e) Discuss ways in which a manager would encourage cohesiveness in a formal workgroup. (6mk)

Question two

- a) Of the fourteen principles of Fayol, explain any eight and their application to today's organizations (8mks)
- b) Max- Weber bureaucratic theory has had a great influence in management of many organizations. Discuss its weaknesses (12mks)

Question three

- a) Leader's attitudes towards his subordinates influence his leadership style. Discuss (4mks)
- b) Differentiate between a transactional leader and a transformational leader (8mks)
- c) the art of successful delegation does not come easily to managers, and many have performed some task themselves instead of delegating. Outline the factors that would influence a manager's decision to delegate authority and assign subordinate (8mks)

Question four

Discuss the challenges faced by women at managerial positions in organizations and propose possible solutions (20mks)

Question Five

"Employees are gradually becoming aware of their right at work places" discuss this statement with reference to

- i) discrimination
- ii) health and safety/ work injuries
- iii) unions and collective action
- iv) termination of employment (20mks)